



























Housing Communication Scrutiny Recommendations

Generated on: 10 June 2026

	Code	Title	Description	Due Date	Progress	Status Progress Bar	Assigned To
	H_Comm_01	First time resolution	Increase in 'first time resolution' by Customer Services staff - where queries can be resolved on first contact (and not escalated to other departments)	31-Jul-2026	0%	<input type="text" value="0%"/>	Gary Allen
	H_Comm_02	Ensure Housing team are using CRM to view and respond to escalation call back requests	Ensure Housing team are using CRM to view and respond to escalation call back requests	30-Sep-2026	0%	<input type="text" value="0%"/>	Jane Branch; Richard Spencer; Doug Stother
	H_Comm_03	Single point of contact	Implement a single point of contact system when tenants raise issues or complaints	30-Sep-2026	0%	<input type="text" value="0%"/>	Gary Allen
	H_Comm_04	Ensure council officers use the CRM tool to log call backs	Ensure council officers use the CRM (Customer Relationship Management) tool to log call backs	31-Jul-2026	0%	<input type="text" value="0%"/>	All
	H_Comm_05	Review call back mechanisms, recording and handover, internal communication and how we use vulnerability data.	Review call back mechanisms, recording and handover, internal communication and how we use vulnerability data.	30-Sep-2026	0%	<input type="text" value="0%"/>	Georgia Mecoy
	H_Comm_06	Set timescales stated from the start of communication		30-Sep-2026	0%	<input type="text" value="0%"/>	Georgia Mecoy

	Code	Title	Description	Due Date	Progress	Status Progress Bar	Assigned To
	H_Comm_07	Improve empathy and have a more personal approach when using Live chat function	Improve empathy and have a more personal approach when using Live chat function	05-Jun-2026	100%		Gary Allen
	H_Comm_08	Review email communication in the same way we review calls	Review email communication in the same way we review calls	30-Sep-2026	0%		Gary Allen
	H_Comm_09	Ensure there's enough guidance for tenants when reporting repairs online	Ensure there's enough guidance for tenants when reporting repairs online	30-Jun-2026	0%		Jane Branch; Richard Spencer
	H_Comm_10	Cross reference CRM system with complaints data to identify issues	Cross reference CRM system with complaints data to identify issues. Where CRM data is available and relevant to the complaint, that it is considered within the investigation.	05-Jun-2026	100%		Gary Allen; James Hart
	H_Comm_11	Continue to monitor calls through 'Golden Call' scheme to ensure officers are polite and empathetic	Continue to monitor calls through 'Golden Call' scheme to ensure officers are polite and empathetic	05-Jun-2026	100%		Gary Allen
	H_Comm_12	Change recorded messages to reminders to advise the operator if anything has changed in circumstances (phone, email, vulnerability etc.)	Change recorded messages to reminders to advise the operator if anything has changed in circumstances (phone, email, vulnerability etc.)	01-Jun-2026	100%		Gary Allen
	H_Comm_13	Have detailed and published service standards.	Have detailed and published service standards.	30-Jun-2026	0%		Georgia Mecoy
	H_Comm_14	Improve consistency of advice given using Tenant Handbook	Improve consistency of advice given using Tenant Handbook	30-Sep-2026	0%		Gary Allen; Victoria Freer

	Code	Title	Description	Due Date	Progress	Status Progress Bar	Assigned To
	H_Comm_15	Ensure tenants have clear avenues to report stigma	Ensure tenants have clear avenues to report stigma that are advertised and known.	31-Dec-2026	0%		Victoria Freer; Kerry Lecomber
	H_Comm_16	Investigate having a drop-down menu in live chat function to speed up service	Investigate having a drop-down menu in live chat function to speed up service and make it easier to use.	02-Jun-2026	100%		Gary Allen